



Department of Medical Assistance Services  
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Richmond, Virginia 23219

[www.dmas.state.va.us](http://www.dmas.state.va.us)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All Physicians participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the Virginia Medicaid provider manuals

**UPDATE:** P-02-03

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services

**DATE:** 12/1/2003

**SUBJECT:** Update to Second Edition of the *Physician* Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters V and VI of your *Physician Manual*. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

The amendments to Chapter V include: changes relating to the new Medicaid Management Information System (MMIS). Providers may begin use of the national billing codes for dates of service on or after June 20, 2003. Effective January 1, 2004, national billing codes must be used on all invoices. Claims submitted with local codes with dates of service on or after January 1, 2004, will be denied. A local/national billing code crosswalk is available on the DMAS website.

The amendments to Chapter VI include: (i) changes relating to compliance reviews; and (ii) updated information regarding provider and client fraud.

Please review these changes carefully.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at [www.dmas.state.va.us](http://www.dmas.state.va.us). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not

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have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

**“HELPLINE”**

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the “HELPLINE” is for provider use only.

Attachment (1)

***PHYSICIAN MANUAL***  
**REVISION CHART**  
**December 1, 2003**

**SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter V	Entire Chapter		Entire Chapter	12/5/2003
Chapter VI	Entire Chapter		Entire Chapter	12/5/2003

**FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	